

Understanding blocked bookings

Offering your clients great service is key and is often the deal breaker for whether or not clients will book through your travel business. To help you do what you do best, the FlightSiteAgent team has put together a fact sheet of everything you need to know about blocked bookings.

What is a blocked booking?

A blocked booking allows you to reserve a ticket temporarily, while your client decides whether or not to go ahead and book. This comes in handy when there is a slight delay in quoting and confirming a booking.

When are blocked bookings used?

Typically this method of booking is used by an agent when quoting or waiting on a client to make payment to ensure they get the seats they require. Blocked bookings are also made to capitalise on sales or special deals and is known to be a great way to ensure availability during the back-and-forth process of a client signing off and making payment.

How to block a booking

In order to block a booking you'll need the following documentation:

- Your client's passport or ID, depending on whether you are booking a domestic or international flight
- Dates of travel
- Flight routing

Once you have the above information, follow the below steps.

1. Insert routing and dates - complete the below form with relevant routing and travel dates.

Book Your Flights

One way | Round trip | Multi-city

FROM: O R Tambo International Ar JNB

TO: Bloemfontein International BFN

DEPARTURE: Tue, Jun 13 2017

RETURN: Select Return Date

ADULTS 12+ Yrs: 1

CHILDREN 2-12 Yrs: 0

INFANTS 0-2 Yrs: 0

Show More Options (Preferred Airline , Class)

YOUR RECENT SEARCHES

Search Flights

- Click the “book” button to select your preferred flight option.

42 Flight Results

Previous Day | Next Day

▼ Depart

▼ Duration

▼ Arrival

▼ Airlines

▼ Price - Low

Add to Email List

SMS Fare

Book and Buy!

15:30
Johannesburg

1h 0m Non-Stop
JNB → BFN

16:30
Bloemfontein

South African A...
SA-1013
G

R 925.03
Book

Baggage Information

Flight Details

Fare Rules

Fare Details

- Complete the form with your contact details and click “proceed”.

← Back to Search Results

Flight Summary

One way

15:30
Johannesburg

JNB → BFN

Non Stop
1h 0m

16:30
Bloemfontein

South African Airways
SA-1013

Non-Refundable

VIEW FLIGHT INCLUSIONS

FARE RULES

VIEW FLIGHT DETAILS

Complete Your Booking in 3 simple steps

1 Contact Details, Voucher & Add-ons

Your Ticket will be sent to this email address

Country Code
27

Enter Mobile Number
0861333392

Enter email address
matooka@lightsite.co.za

Sorry, No Add-on information could be retrieved.

All Ok?

PROCEED

- Complete the form with your client’s details and then tick the “terms and conditions” box to proceed to “block ticket”.

JNB
Johannesburg

✈

BFN
Bloemfontein

Onward
13 Jun 17

Travellers
1 Adult(s), 0 Children, 0 Infant(s)

Amount
ZAR 925.03

FARE DETAILS +

✓

Contact Details, Voucher & Add-ons

Your Ticket will be sent to this email address

Email

matooka@flightsite.co.za

Mobile

27-861333392

MODIFY

No Addons Selected

2

Traveller Details

Please make sure the details entered below are exactly as per Passport

ADD FROM CO-TRAVELLERS

ADULT 1
(Above 12 years)

Title

Mr

First Name / Given Name

James

Last Name/ Surname

Boltman

Date of Birth

07

Feb

1952

▼ Frequent Flier Details (Optional)

✓

I have READ and AGREE to the [Terms & Conditions](#)

Budget airlines are completely Non-Refundable and Full-service airlines would be partially refundable as per airline fare rules.

I also confirm reading and accepting the [Fare Rule](#) and [Refund Policy](#) for this Ticket purchase

BLOCK TICKET

PROCEED TO PAYMENT

- Once the “block ticket” option has been selected, the system will provide a reference number starting with FMNSA as seen below. This means your booking has been successfully blocked.

Congrats! Your ticket has been blocked successfully

Now, it's time to complete your payment

Once your payment is confirmed e-tickets will be sent to your mail.

Make Payment

O R Tambo Inte.. ✈

Bloemfontein I...

One way

Booking ID FMNSA3001OPKR4

Onward

Jun 13, 2017

1 Adult (s)

Booking Date Jun 02, 2017

✈ Onward 1 Flight(s)

Flight 1

✈ Departing

✈ Arriving

South African Airwa..

SA-1013

Operating Carrier: National Air Ser..

JNB Johannesburg

O R Tambo International Arpt, Terminal-B

Tue 13 Jun 2017, 15:30

BFN Bloemfontein

Bloemfontein International

Tue 13 Jun 2017, 16:30

Non Stop
1h 0m

Passenger(s) Details

Passport Details

PNR

FF No

E-Ticket

Insurance No.

Status

1

Mr James Boltman

Adult (Feb 07, 1952)

OH76RB

-

-

-

Blocked

How long is a blocked booking valid for?

Your booking will be kept on hold for up to four hours after which it will cancel so it's best to advise your client to confirm and/or make payment before then to avoid unnecessary stress or disappointment.

To note: FlightSiteAgent keeps blocked bookings that have not cancelled until 9pm every evening.

Can a blocked booking be extended?

Yes, however in order to do so you will need to inform the FlightSiteAgent team. They will then take the necessary steps to ensure your blocked booking is kept for a little longer.

To note: This option is subject to change and availability so is not always guaranteed. To get in touch with the team email info@flightsiteagent.co.za or call 0860 23 25 26.

What tickets can be blocked?

Any ticket can be blocked provided that it is showing on the FlightSiteAgent system. If you'd like to book a flight for a client to travel within a few hours the system won't bring up availability. An exception to the general rule and important for agents to bear in mind is that Mango bookings won't allow tickets to be blocked for travel within 48 hours.

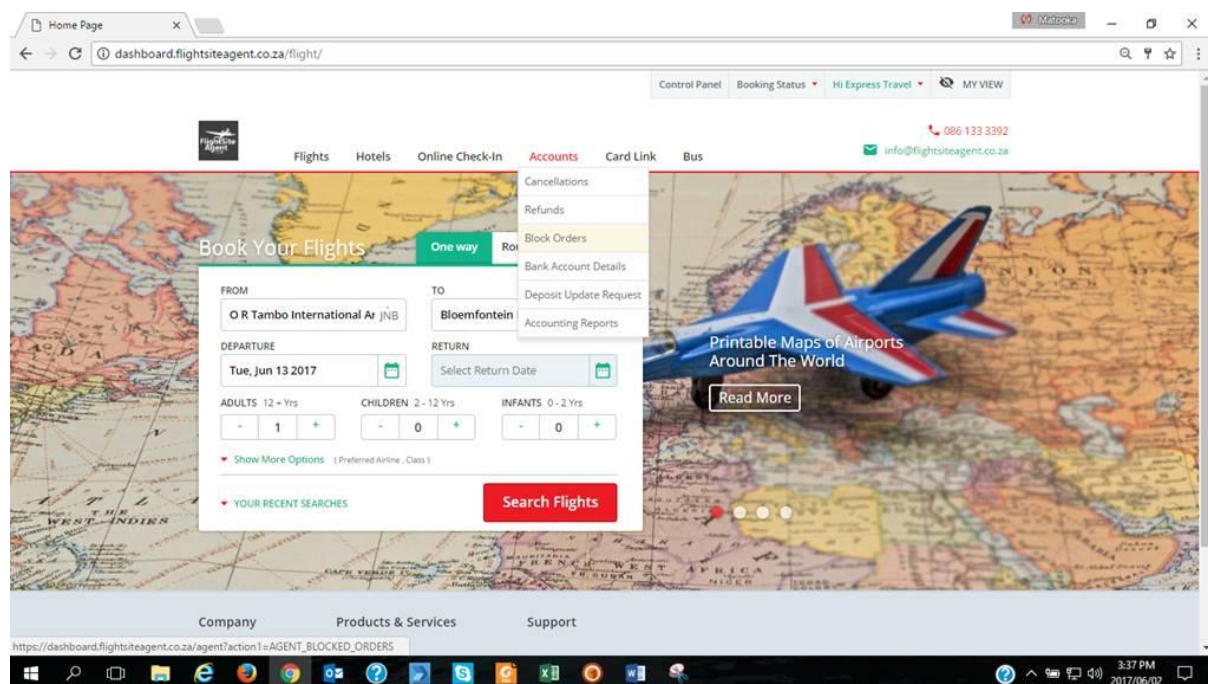
Can the price on a blocked booking change?

Yes, the price will change when the booking expires and availability changes or when taxes are reviewed overnight.

How can a blocked booking be confirmed?

To confirm a blocked booking, you need your booking reference, which can be found under your block order. Here are a few steps to follow:

1. Click on "accounts tab" and drop down and select "block orders".



2. Insert either the date for which the booking was made or click on the reference number provided.

Block Orders

Blocked Orders

Refine Your Results

Submission Date (dd/mm/yyyy): Start Date : 02/06/2017

End Date : 02/06/2017

[Search Blocked Orders](#)

Search Results

1 results found
(Past 7 Days Record)

Order Reference	Date	Lookup Booking	Medium
FMNSA3001OPKR4	02/06/17, 14:48	JNB-BFN, 13-June-2017 (more details)	Blocked



- Once you have clicked on the FMNSA titled order reference the booking will show. To make payment select "payment".

Congrats! Your ticket has been blocked successfully


Now, it's time to complete your payment


Once your payment is confirmed e-tickets will be sent to your mail.

[Make Payment](#)

O R Tambo Inte..  Bloemfontein I... One way Booking ID FMNSA3001OPKR4
 Onward Jun 13, 2017 1 Adult (s) Booking Date Jun 02, 2017

 Onward 1 Flight(s)

Flight 1	✈ Departing	✈ Arriving	
 South African Airwa.. SA-1013 <small>Operating Carrier: National Air Ser..</small>	JNB Johannesburg O R Tambo International Arpt, Terminal-B Tue 13 Jun 2017, 15:30	BFN Bloemfontein Bloemfontein International Tue 13 Jun 2017, 16:30	Non Stop 1h 0m






 Passenger(s) Details	Passport Details	PNR	FF No	E-Ticket	Insurance No.	Status
1 Mr James Boltman Adult (Feb 07, 1952)		OH76RB	-	-	-	Blocked

- The page will then direct to the payment option. If you'd like to make the payment using the money in your "wallet" then select "deposit". If instead you'd like to pay by card then select "credit card".

To note: When making a payment directly by using a credit card always ensure you are using your own card as the system will only deduct the nett amount. To get the commission, you would need to use the "card link" option to top up your wallet.

[← Back to flight details](#)

* Your Payments are secured by SSL certificate



Vendor
Choose from Other Options

Deposit
Pay by your Via Cash

Please click on Pay Button to proceed further.

Select one of the following options

☒ Credit Card

Total amount to be paid
R 925.03

On Clicking 'Pay' you will be redirected to the payment gateway

PAY

Should you have questions or would like to book a telephonic training session with one of the lovely ladies at FlightSiteAgent HQ, please contact us at info@flightsiteagent.co.za or call 0860 23 25 26.